Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report.

Exclusions:

A report is not scored a repeat where the original reports are:

- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital • 2 Wire xDSL • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]

For this measure, BA Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.

CLEC Trunks are dedicated final trunks carrying traffic from the BA access tandem to the CLEC.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

BA will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA has identified a blocked trunk group and that the trunk group should be excluded from BA performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied BA request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

Performance Standard:

Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.

For individual trunk groups carrying traffic between BA and CLECs, BA will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.

End User Standard:

602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.

603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.

603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: · CLEC Aggregate · CLEC Specific		Geography: · State
Products	Trunks: · CLEC Trunks	
Sub-Metrics		
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

Function:		
NP-2 Collocation Performance		
Definition:		
Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. (For NY Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted demand will have the following interval start date: · No Forecast Received: 3 months after application date · Forecast received 1 month prior to application date: 2 months after application date · Forecast received 2 months prior to application date: 1 month after application date · Forecast received 3 months prior to application date: On the application date Interval Stops if (stop clock): · For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary. Completions: BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.		
Exclusions:		
· None		
Formula:		
Interval: Σ (Committed Due Date – Application Date) / Number of Cages % On Time: Number of Cages completed on Due Date (adjusted for milestone misses)/Number of Cages completed x 100		
Performance Standard:		
Physical[57]: Notification of Space Availability: 8 Days Collocation Interval: 76 Days 95% On Time Virtual: Notification of Space Availability: 14 Days Collocation Interval: 105 Days 95% On Time		
Report Dimensions		
Company: · CLEC Aggregate · CLEC Specific	Geography: · State	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.

[57] Intervals may vary in accordance with state regulations or tariffs.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of physical collocation cages completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of virtual collocation arrangements completed.

Billing Performance (BI)

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
· None		
Formula:		
(Number of Bills sent within 10 business days / number of bills sent) x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: · CLEC Aggregate · CLEC Specific	Geography: · State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Count of carrier bills sent to CLEC [58] within 10 business days of bill date.	Count of Carrier Bills distributed

[58] Sent to Carrier, unless other arrangements are made with CLEC

GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a BA stateI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from N.Y. P.S.C. No. 916, Section 16.

Collocation Milestones	(FOR NY) From P.S.C. 914 Tariff, Section 5: Physical Collocation · Day 1 – CLEC submits completed application · Day 9 – BA notifies CLEC that request can be accommodated and estimates costs. · Day 14 – CLEC notifies BA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA for all costs incurred should the CLEC withdraw its collocation request · Day 76 – BA and CLEC attend Methods and Procedures meeting and BA turns over the multiplexing node to the CLEC BA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA work completion notice, indicating acceptance of the multiplexing node construction work and providing BA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA of the BA work completion notice and any applicable security fee. Virtual Collocation: BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Common Final Trunk Blockage:	Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	(A) *High Usage Trunks* carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic – NY geographies. (B) *Final Trunks*: (All Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (C) *Final Trunks - Local* (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (D) *Final Trunks – IXC* (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Bell Atlantic Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.

CPE	Customer Premises Equipment
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	(E) *High Usage Trunks – CLEC Interconnection*: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way local traffic between a Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. These trunks are ordered by the CLEC. (F) *Final Trunks – CLEC Interconnection:* carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from BA and engineer to their desired blocking design threshold. (G) *High Usage Trunks – BA to CLEC Interconnection*: carry one-way local traffic from a Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (H) *Final Trunks – BA to CLEC Interconnection:* carry one-way traffic from a BA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (I) *High Usage Trunks – IXC Feature Group D*: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA. (J) *Final Trunks – IXC Feature Group D* carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.

Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	Left in Dial tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor.
Missed Appointment Codes	Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.

Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BA representative into the BA service order processor . For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to BA placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
Suspend/Restore Orders	Orders completed by BA to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Bell Atlantic, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'

UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: · Service order classification of ordering master rec = 0 Provisioning: · Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: · Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: · ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank · ISDN Primary: Service Code Modifier (SCM) begins with "IB" · 2 Wire Digital Services · 2 Wire xDSL Services

Special Services	*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: · Service order classification of ordering master rec = 1 Provisioning: · CL_FID is not NULL Maintenance: · Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Attachment A-2b

BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES
GTE STATES

Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Virginia, Washington, Wisconsin

Function:

PO-1 Response Time OSS Ordering Interface

Methodology:

GTE measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and GTE system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated is captured and assigned a unique transaction ID. When the GTE response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.

Queries requesting customer service records can also be processed via fax. The date and time the fax is received from the CLEC is captured. The GTE service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time.

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record (CSR)
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed inquires
- Facility Availability

Notes:

1. Facility availability query functionality is not currently provided.

Exclusions:

- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or rejected/failed queries are excluded from OSS response time calculations.

Performance Standard:

Mechanized:

- Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000

CSRs:

- WISE: 95% in 4 hours
- Fully Manual: 95% in 24 hours

Report Dimensions – PO-1 OSS Response Time	
Company: • Individual CLEC • CLECs in the aggregate **Products:** • Electronic Interface • WISE CSR Interface • Manual CSR Interface (fax)	**Geography:** • Statewide

Sub-Metrics		
PO-1-02	**Average Response Time – Service Appointment Scheduling**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Count of service appointment scheduling Queries
PO-1-03	**Average Response Time – Address Verification**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for address verification	Count of address verification Queries
PO-1-04	**Average Response Time – Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service availability	Count of service availability Queries
PO-1-05	**Average Response Time – Request for Telephone Number**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for TN request	Count of TN request Queries
PO-1-06	**Average Response Time – Facility Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for facility availability	Count of facility availability Queries
PO-1-07	**% CSR Queries On Time – Manual**	
Calculation	**Numerator**	**Denominator**
	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries
PO-1-08	**% CSR Queries On Time – WISE**	
Calculation	**Numerator**	**Denominator**
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries

Function:

PO-2 OSS Interface Availability

Methodology:

GTE measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via GTE's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".

Definition:

Measures percent of time an OSS interface is actually available compared to scheduled availability.

Business Rules:

- Outage hours are obtained from outage reports
- Any change requests for extended availability during the reporting period are added to the scheduled hours.
- Scheduled hours: WISE Repair interface – Monday to Sunday, 7am to 11pm EST
- Scheduled hours: WISE Pre-ordering, WISE Ordering, WISE CSR interfaces – Monday to Friday, 8am to 11pm EST; Saturday. 8am to 8pm EST

Exclusions:

Interface for WISE Performance Measures.

Performance Standard:

Standard – 99.50%

Report Dimensions :

Company:

- CLECs in the aggregate

Products:

- WISE Pre-Ordering
- WISE Ordering
- WISE Repair
- WISE CSR Requests

Geography:

- Statewide

Sub-Metrics

PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	**Numerator**	**Denominator**
	Number of scheduled system available hours minus unscheduled system unavailable hours	Sum of total scheduled system available hours

Function:

OR-1 Order Confirmation Timeliness

Definition:

Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.
- Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB)
  - FOC Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE).
  - LSC Business day = Monday through Friday, 8am-8pm

Exclusions:

Local Service Requests:

- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance.
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).

Access Service Requests:

- Exclude invalid records.
- Exclude records with invalid dates.

Performance Standard:

95% On Time

Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE <10 lines: 24 hours
Resale POTS/UNE >= 10 lines: 72 hours
Resale Special Services < 10 lines: 48 hours
Resale Special Services >= 10 lines: 72 hours
Interconnection Trunks: 10 days

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesigned
- UNE Loop Designed
- UNE Loop 2 wire
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks

Geography:

- Statewide

Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	**% On time LSC – Flow Through**	
Calculation	**Numerator**	**Denominator**
	Number of electronic LSCs where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform products	Count of flow through orders where a Local Service Confirmation was sent for Resale and UNE Loop/Port/Platform products
OR-1-04	**% On Time LSC < 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform products	Count of Resale POTS and UNE Loop/Port/Platform orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-05	**% On Time LSC < 10 Lines (Specials - No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials	Count of Resale Special orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-06	**% On Time LSC >= 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform products	Count of Resale and UNE Loop/Port/Platform orders with 10 or more lines where a Local Service Confirmation was sent
OR-1-12	**% On Time FOC**	
Calculation	**Numerator**	**Denominator**
	Number of FOC where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport products	Count of Interconnection Trunk and UNE Transport orders where a Firm Order Confirmation was sent

Function:

OR-2 Reject Timeliness

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Business Rules:

1. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
2. Business day = Monday through Friday, 8am-8pm

Exclusions:

- Excludes Directory Assistance/Listing, Directory Assistance, Directory Listing and PNP activity
- Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).

Performance Standard:

95% On Time
Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE <10 lines: 24 hours
Resale POTS/UNE >= 10 lines: 72 hours
Resale Special Services < 10 lines: 48 hours
Resale Special Services >= 10 lines: 72 hours
Interconnection Trunks: 10 days

Report Dimensions :

Company: • Individual CLEC • CLECs in the aggregate **Products:** • Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Loop 2 wire • UNE Port • UNE Platform • UNE Loop xDSL Capable	Geography: • Statewide

Sub-Metrics

OR-2-02	**% On Time LSR Reject – Flow Through**	
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-04	**% On Time LSR Reject < 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	**% On Time LSR Reject < 10 Lines (Specials - No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special orders less than 10 lines	Number of Resale Special Orders Rejected with less than 10 lines

Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	**% On Time LSR Reject >= 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines	Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines

Function:

OR-5 Percent Flow-Through[59]

Definition:

Total Flow-Through: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through.

Exclusions:

- Rejected LSRs
- Orders received manually
- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance

Performance Standard:

No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.

Report Dimensions:

Company:	Geography:
• Individual CLEC • CLEC Aggregate	• State

Sub-Metrics:

OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
OR-5-03	**% Flow -Through – Achieved**	
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

[59] While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.